

Response to San Luis Obispo County
CalWORKs Plan Concerns

February 11, 1998

2. Page 9, clarification:

A participant may choose diversion which would provide one-time services or assistance, instead of on-going CalWORKs cash assistance. If the participant chooses the diversion program, is approved by DSS staff and does not go on CalWORKs during the diversion period, the one-time assistance counts as one month toward the 60-month CalWORKs time limit. If the family applies for and is determined eligible for CalWORKs during the diversion period, the participant may choose to have the diversion payment recouped from the CalWORKs assistance or have his/her 60-month time limit reduced by the equivalent number of months.

**Response to San Luis Obispo County Plan Concerns
February 9, 1998**

1. (Clarification needed - P. 3) San Luis Obispo County will exercise the option to issue vendor payments for children's aid once the parents have reached the 60 month time limit. San Luis Obispo County does not intend to exercise this option when the 18-24 month time limit is reached.

2. (Clarification needed - P. 9) This has been changed to read:

A participant may choose diversion which would provide one-time services or assistance instead of on-going CalWORKs cash assistance. If the participant chooses the diversion program, is approved by DSS staff and does not go on CalWORKs during the diversion period, the one time assistance will not count toward the CalWORKs time limits. If the CalWORKs family applies for and is eligible to CalWORKs during the diversion period, the individual may choose to have the 60 month time limit reduced by the number of appropriate months or have the diversion payment recouped from the grant.

3. (Clarification needed - P. 11 and P. 31) DSS is currently developing San Luis Obispo County CalWORKs protocols for domestic violence. Until these protocols are developed, we will use the criteria in GAIN Good Cause (EAS 42-782.1(o)).

4. (Clarification needed - P. 12) As a participant transitions from welfare-to-work, self-sufficiency will be supported by transitional services. Once a participant is no longer receiving cash assistance, he or she may become eligible for transitional services including Medi-Cal benefits, transportation and job retention services for up to one year and child care services for up to two years.

5. (Clarification needed - P. 16) The faith community is represented on the Children's Services Network Welfare Reform Committee. DSS has worked closely with this committee to identify potential jobs for participants. In addition, the faith community has been well represented at DSS' public forums. The forums provided another venue for DSS to solicit assistance from the faith community.

6. (Clarification needed - P. 22) CalWORKs participants will participate in job search workshops for four (4) weeks. CalWORKs applicants may participate through the normal intake process.

7. (Clarification needed - P. 22) CalWORKs participants will participate in job search workshops for four (4) weeks. CalWORKs applicants may participate in job search workshops at their discretion.

8. (Clarification needed - P. 27) The San Luis Obispo County Department of Social Services has been administering Stage I child care and will continue to do so until 2/1/98 when a contract with the San Luis Obispo Economic Opportunity Commission begins.

9. (Clarification needed - P.27) The San Luis Obispo County Economic Opportunity Commission will provide Stage II and Stage III child care.
10. (FYI - PP. 27-28 and P. 3) Your understanding is accurate.
11. (Clarification needed) Please use the San Luis Obispo County GAIN grievance procedure.
12. (FYI - P.8) San Luis Obispo County is aware of the application processing requirements. We apologize if the language led you to believe otherwise. The language on page 8 has been changed to: "once an applicant has met with the Family Support Officer."
13. (FYI - P. 9) Diversion was available effective January 1, 1998 in San Luis Obispo County.
14. (FYI - P. 10) Child care information will be available during the initial I & R process. Child care information will also be available through a regionalized Child Care Resource Connection, Resource and Referral Specialist.
15. (FYI - P. 22) San Luis Obispo County understands that the regulatory requirement for Job Search activities is four (4) weeks.
16. (FYI - P. 27) San Luis Obispo County is aware that a provider who cares for the children of only one other family is exempt from licensing requirements, and that the provider does not have to be related to the family.

San Luis Obispo County
GAIN Plan

XI. FORMAL GRIEVANCE PROCEDURE

The formal grievance procedure provided in this plan is based on GAIN Regulations Section 42.270.341. The procedure generally follows the evidentiary hearing process already in place for the County General Relief program. These procedures include the following provisions:

1. A prompt hearing before an independent, impartial hearing officer. Normally, hearings will be held within five (5) calendar days from the date of request and are conducted by the DSS Program Review Supervisor.

(A) The sole issue for resolution through a formal grievance procedure shall be whether a program requirement or assignment is in violation of the contract or inconsistent with the program; and

(B) The individual shall be subject to sanctions pending the outcome of the formal grievance procedure or any subsequent appeal only if he/she fails to participate during the period the grievance procedure is being processed.

2. The claimant will be provided a written statement prior to the hearing which sets forth the facts and basis of the County's position.

3. Claimants may present their own evidence or be represented by a person of their choice. The claimant also has the right to have an interpreter present if needed.

4. The right to have the hearing taped if requested by the claimant or authorized representative.

5. The claimant and the County will have the right to examine all parties present at the hearing; the right to examine relevant documents brought to the hearing or in the possession of either party; the right to make oral or written arguments and a right to rebut the evidence.

6. A written decision based on all relevant testimony and evidence adduced at the hearing, including notice of the right to appeal the decision through State hearing procedures. The decision will be issued no later than thirty (30) days following the date of the hearing. This limit may be extended by agreement of both parties to receive additional information not available at the hearing.

FORMAL GRIEVANCE PROCEDURES

The GAIN grievance procedures from the cause determination process through a formal state hearing is explained in the Delivery of Services section of this plan. The procedure below is that which will be used in San Mateo as part of the process required in GAIN regulation.

The grievance procedure to the Board of Supervisors is recommended to be handled as follows:

- a) The client will request the hearing in writing via a letter or format supplied by the CWD.
- b) The client will receive a written statement from the county in advance of the hearing setting forth the facts and basis of the county's position.
- c) The client has a right to be represented by an attorney or other representative and to have access to all relevant documents and information in advance of the hearing.
- d) The client has a right to present evidence and question witnesses.
- e) The client will receive a written decision making findings of facts and conclusions of law and informing the client of the right to appeal the decision through the state hearing procedure.

The Board of Supervisors may choose an impartial hearing officer and procedure. The San Mateo CWD recommends that this process be handled through the current department procedure for General Assistance hearings.

SAN MATEO



DEPARTMENT OF SOCIAL SERVICES

3433 South Higuera Street, P.O. Box 8119, San Luis Obispo, CA 93403-8119

TO: Board of Supervisors

DATE: December 16, 1997

FROM: Elizabeth A. Schneider *EAS*
Social Services Director

SUBJECT: San Luis Obispo County CalWORKs Plan

SUMMARY

The San Luis Obispo County Department of Social Services, in partnership and collaboration with other agencies, community organizations, the business community and consumers, has developed the San Luis Obispo County welfare reform plan as required to implement the California Work Opportunity and Responsibility to Kids program (AB 1542) known as CalWORKs. The Department of Social Services is requesting approval of the San Luis Obispo County CalWORKs plan; approval of a Resolution indicating your Board's interest in applying for funding from the Job Creation Investment Fund and authorization of your Board to submit the County CalWORKs plan by January 10, 1998 to the California Department of Social Services for compliance review. The CalWORKs budget adjustment will be coming to your Board in January.

RECOMMENDATIONS

It is recommended that your Board:

1. Approve the San Luis Obispo County CalWORKs plan and instruct the Chairperson to sign the plan.
2. Authorize the Social Services Director to submit the plan to the California Department of Social Services (CDSS) for compliance review prior to the January 10, 1998 due date.
3. Approve the attached resolution indicating interest in applying for funding in the amount of \$57,096 from the Job Creation Investment Fund and designate the Children's Services Network Welfare Reform Task Force, in conjunction with the Economic Vitality Corporation, as the entity responsible for completing the application.

BACKGROUND

In August 1996, President Clinton signed the Personal Responsibility and Work Opportunity Act of 1996 (PRWORA). Earlier this year, a presentation summarizing the federal welfare reform legislation was made to your Board. The Legislature grappled with welfare reform for California for many months and finally passed the California Work Opportunity and Responsibility to Kids (CalWORKs) plan as part of the State budget for FY 1997/98. Governor Wilson signed this historic legislation, AB 1542, in August 1997. Both the federal and state legislation fundamentally change the welfare system from one of entitlement to one of time-limited assistance which encourages parental responsibility, early employment and self-sufficiency. This legislation, with its time limits, significantly changes the responsibility of social services departments in California. **The bottom line is we have between 18 and 24 months, starting January 1, 1998, to find 32- to 35-hour per week jobs (or work-related activities) for approximately 1,300 parents in our community.** Fortunately, the Department of Social Services and our partners in the community have been planning for welfare reform since passage of the federal legislation in 1996.

Many new provisions are contained within the CalWORKs legislation including mandatory school attendance and immunizations for children; a diversion program which can provide a lump-sum benefit up-front in lieu of ongoing assistance; specified time limits for new applicants and current participants; work activity requirements for all able parents and mandatory mental health and substance abuse treatment when such treatment is necessary for employment. While many of these provisions are mandatory, counties are afforded some flexibility. The County's welfare reform strategy to move CalWORKs participants from welfare to work (and ultimately, self-sufficiency) and to implement the requirements and options of CalWORKs must be submitted to the California Department of Social Services for compliance review by January 10, 1998. That plan is before your Board today.

DISCUSSION

Community Input

As legislated, the County CalWORKs plan has been developed with broad community input. Earlier this year the Welfare Reform Task Force, chaired by myself, was formed under the umbrella of the Children's Services Network (CSN) Council. This provided an opportunity for members of the CSN Council and any other interested community members to participate in the planning for CalWORKs design and implementation. In addition, the Department of Social Services invited community members to participate in the Department's many internal CalWORKs planning committees. Public forums have been held throughout the community. Informational bulletins, posters, notices and special telephone numbers for welfare reform have been created and disseminated in the

community. The draft plan was made available to the media on December 1 following distribution to your Board. Copies were placed in each branch library on December 8. Following is information relating to where we are currently and where we need to go in order to accomplish the task before us and reach the proscribed outcomes of CalWORKs. Additionally, forums for current AFDC recipients have recently been held throughout the County to talk about the differences between AFDC and CalWORKs. It has also been distributed to members of the CSN Welfare Reform Task Force, other agencies and community organizations.

In developing and implementing the CalWORKs plan, the County was expected to build upon, and incorporate, existing local collaborative approaches in the areas of employment services, economic development and family and children's services. The plan describes how local labor market needs will be identified; how the County will collaborate with other public and private agencies to provide needed job training and support services; partnerships with the private sector, including employers, and how these partnerships will identify the jobs needed for CalWORKs participants; the process for child care and transportation; how department staff will be trained to work with victims of domestic violence; and the CalWORKs budget for revenue and expenditures.

Options

The Department of Social Services and the Welfare Reform Task Force have some recommendations on CalWORKs options:

- * Minimum work-related activities for adults in one-parent households should be no more stringent than the federal and state requirements. This will minimize the possibility of fiscal sanctions (starting at 5% of the CalWORKs block grant) for not meeting the required participation rates. Some counties, including Santa Barbara, are immediately requiring 32 hours/week participation for all participants.
- * Based on the availability of quality child care for infants and in recognition of the importance of a strong bond between a new mother and infant, an exemption of 12 months from work-related activities be granted for the first child and 6 months for any additional child. Some counties, including Santa Barbara, are requiring participation in work-related activities after 12 weeks.
- * New CalWORKs applicants will have a maximum timeframe of 18 months to become employed although up to 24 months can be allowed on a case-by-case basis.
- * Aid payments for the children of parents who have reached their time limits will be through the use of vouchers, not cash payments, under a "Safety Net" program.

Caseload

As of the end of October 1997, there were 2,556 adults and 5,037 children receiving AFDC cash assistance. Five hundred twenty-five parents lived in two-parent households; the remainder of the parents - 2,031 - lived in single-parent households. These single-parent households are primarily headed by mothers.

What do our participants look like?

Approximately thirty percent of our participants have been on AFDC less than two years. Fifteen percent have received AFDC for between two and three years. The remainder of the caseload, or fifty-five percent, have been on AFDC for three years or more. Fifty-four percent of our participants have completed the 12th grade or higher. When completion of the 11th grade is included, that percentage increases to seventy-seven percent.

Eighty-seven percent of the participants have work experience but only fifty-one percent have worked in the last two years. Roughly half of the participants are "looking for work" and twenty-three percent are enrolled in an educational or training program. Employment goals vary from "any job" to "housekeeping" to "clerical" to "auto mechanic" to "County job" to "registered nurse" or "teacher." Given the new time limits, some of these jobs will mean that participants combine another job and training to increase their skills.

Participation Rates

The Temporary Assistance for Needy Families (TANF) legislation establishes the participation rates. Seventy-five percent of the two-parent households must be employed or in work-related activities in 1998. That equates to approximately 250 parents. Thirty percent of the single-parent households also need to be working in 1998 which is approximately 600 parents.

How many participants are working?

Based on the earnings data on our Welfare Client Data System (WCDS), almost 700 adults in single-parent households are working which is about thirty-five percent. In two-parent households, about sixty-four percent of the parents are employed. Unfortunately, our automated system currently does not track the numbers of hours that are being worked per week, so we cannot verify that we would meet the participation rates.

How many jobs are there?

Based on the most recent information in the "San Luis Obispo County Occupational Outlook 1996", published through a partnership of the Private Industry Council (PIC) and the Employment Development Department (EDD), Labor Market Information Division, the fifty largest occupations in the County had approximately 33,500 jobs in 1994. By 2001, the number of jobs in those fifty occupations will be about 38,000. That is an increase of 4,500 jobs in seven years or about 450 new jobs per year in those top fifty occupations. The report does not talk about how many jobs in the community will be *lost* during that time. The "Occupational Outlook 1997" will be out in January 1998.

The projected growth will be greatest in the following occupations:

Salespersons	420	12%
General Managers	260	13%
Instructional Aides	240	25%
Cashiers	220	9%
Waitresses/Waiters	210	14%
Janitors & Cleaners	200	14%
Teachers, Secondary	180	21%
Correction Officers	150	17%
Food Prep Workers	140	13%
Secretaries	130	10%
Teachers, Elementary	120	13%
Maintenance Workers	120	13%
Office Clerks	110	4%
Maids/Housecleaners	110	15%

Those top 15 occupations are projected to produce 2,610 new jobs by the year 2001. Many of those jobs are considered "entry level" positions which may help our participants secure that first job but participants must increase their skills through education and training, *while working*, if they are to become self-sufficient.

The Business Community

During the last few months, several members of the business community have been involved in the Employment Committee, providing insight into their concerns: workman's compensation, unemployment insurance, the reliability and basic skill level of CalWORKs participants, the true cost of training on-the-job, benefit costs and their ability to absorb the number of participants that must go to work. One of the goals that we will be working on in the next few months is the establishment of a Business Advisory Team (BAT) to provide input on the employment and job development areas of CalWORKs.

Job Creation

Your Board has before you today a resolution indicating your interest in applying for Job Creation Investment Funds for the County. This funding is intended to be used "...to enhance (not replace) existing county funding for economic development....the Board of Supervisors (is) asked to designate a 'lead economic development agency' to oversee and develop a county welfare-to-work job creation strategy and implementation activities". I am requesting that your Board authorize me, as Social Services Director and Chair of the Children's Services Network Welfare Reform Task Force, to work with the Economic Vitality Corporation in the development and implementation of the County job creation plan. There are \$4.5 million available statewide. Our allocation of funds will be \$57,096.

Child Care

Child care is provided in two different settings: a child care center, such as Head Start or State Pre-School or a family home. Each type of facility must meet specific requirements in order to be licensed by the Community Care Licensing (CCL) of the CDSS. (If a child care provider is caring for the child(ren) of one relative only, then that provider is exempt from licensure.) **Safe, quality child care is essential for all working parents in our County.** Each year, a Child Care Supply Survey is completed in San Luis Obispo County. The 1997 survey is being conducted now and that report will be available in a few weeks so the following information is from the 1996 report:

- * There are 404 licensed child care providers in the County: 87 child care centers and 254 small family homes and 63 large family homes.
- * The greatest number of child care programs, 152, are in North County and South County, 124. North County and San Luis Obispo have the most child care centers: 29 and 25, respectively. North and South County have the most family homes: 93 and 89.
- * The total reported capacity in these facilities is 6,024 children with 61.4% of the capacity in centers and 38.6% in family homes.
- * There were 832 vacancies reported at the time of the survey.
- * The average fee for full-time child care depends on the age of the child (and the location of the provider): Infant, \$93.29/week; Toddler, \$89.02/week; Pre-School, \$80.58; and School Age, \$82.44. A full-time, minimum-wage job pays \$210/week before taxes and deductions.

We have been working with the various child care resources throughout the CalWORKs planning process and will continue to do so. There currently exists a waiting list of over 800 children for subsidized child care throughout the County. The problem is primarily a lack of child care funding.

There are over 5,000 children on AFDC currently. Many more child care providers and openings are needed throughout the County if we are to have adequate child care for all of the children in CalWORKs families. More information on child care needs and funding will be coming to your Board next month in the CalWORKs budget item.

Transportation

Early on in the planning process, transportation was identified as a key component in moving participants from welfare to work. We have involved members of the local transportation agencies in the various planning committees as transportation is involved in employment, child care, job search, education and training. More information re: transportation needs will be needed and we are partnering with SLOCOG in a GIS project to overlay the location of CalWORKs families, employers, child care providers, training and educational sites with existing fixed transportation routes. This will facilitate the identification of transportation gaps. More information on this project will be available in a few weeks.

OTHER AGENCY INVOLVEMENT

Over the last year, extensive planning and collaboration went into the development of the County CalWORKs plan which is before your Board today (refer to Pages 42-44). A great deal more planning and preparation will be needed to implement the plan in about mid-March 1998. The Department of Social Services is committed to continue the participation and collaboration with our partners in the community in the ongoing planning process for welfare reform in San Luis Obispo County.

FINANCIAL CONSIDERATIONS

There are no financial costs associated with this item. The CalWORKs budget will be presented to your Board for approval in January 1998.

Attachments

(e:\m\beth\calworks.2)

IN THE BOARD OF SUPERVISORS
COUNTY OF SAN LUIS OBISPO, STATE OF CALIFORNIA

16th day _____, December, 19 97

PRESENT: Supervisors Harry L. Ovitt, Laurence L. Laurent, Peg Pinard, Michael P. Ryan,
and Chairperson Ruth E. Brackett

ABSENT: None

RESOLUTION NO. 97-528

**RESOLUTION AUTHORIZING THE SAN LUIS OBISPO COUNTY SOCIAL SERVICES
DIRECTOR, IN CONJUNCTION WITH THE ECONOMIC VITALITY CORPORATION, TO
REPRESENT SAN LUIS OBISPO COUNTY TO APPLY TO THE CALIFORNIA TRADE AND
COMMERCE AGENCY FOR A GRANT FROM THE JOB CREATION INVESTMENT FUND**

The following resolution is hereby offered and read:

WHEREAS, the San Luis Obispo County Board of Supervisors recognizes that jobs are essential to the success of moving participants from welfare to work and self-sufficiency; and

WHEREAS, job creation is vital to welfare reform; and

WHEREAS, the Job Creation Investment Fund (Government Code Section 15365.50-15365.59) is administered by the California Trade and Commerce Agency to allocate grant funds to counties to be used for job creation activities that will provide employment for recipients of aid under Chapter 2 (commencing with Section 11200) of Part 3 of Division 9 of the Welfare and Institutions Code who are moving into the workforce; and

WHEREAS, the San Luis Obispo County Board of Supervisors has elected to apply to the California Trade and Commerce Agency for a grant from the Job Creation Investment Fund; and

WHEREAS, the law requires the San Luis Obispo County Board of Supervisors to approve a resolution to apply for a grant from the Job Creation Investment Fund; designate a Job Creation Task Force to develop a Job Creation Plan and/or implement Job Creation Activities; and designate a lead local economic development organization to coordinate the Job Creation Task Force.

WHEREAS, the California Trade and Commerce Agency requires the San Luis Obispo County Board of Supervisors to authorize the Social Services Director, in conjunction with the Economic Vitality Corporation, to represent San Luis Obispo County concerning the Job Creation Investment Fund application and grant.

NOW, THEREFORE, BE IT RESOLVED that the San Luis Obispo County Board of Supervisors approves submitting an application for a grant from the Job Creation Investment Fund; designates a Job Creation Task Force to develop a Job Creation Plan or implement Job Creation Activities; and designates the Social Services Director, in conjunction with the Economic Vitality Corporation, to coordinate the Job Creation Task Force.

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IN THE BOARD OF SUPERVISORS

COUNTY OF SAN LUIS OBISPO, STATE OF CALIFORNIA

Tuesday, December 16, 1997

PRESENT: Supervisors Harry L. Ovitt, Laurence L. Laurent, Peg Pinard, Michael P. Ryan, Chairperson Ruth E. Brackett

ABSENT: None

In the matter of **RESOLUTION NO. 97-528:**

This is the time set for consideration of 1) the San Luis Obispo County's CALWORK's Plan, and 2) a resolution authorizing the Social Services Director to apply for and, if successful, accept a \$57,096 Job Creation Investment Fund grant.

Ms. Beth Schneider: Social Services Director, presents the staff report and recommendation; submits, to the Board, the CALWORK'S Plan; addresses planning for Welfare Reform and implementation; availability of jobs and being self-sufficient; the need for quality child care and transportation; states there has never been time limits on welfare before and lessons will be learned as they proceed; addresses tracking and monitoring the CALWORKS Plan and State requirements; states they are looking for partnerships in working on this; the Plan needs to be submitted to the California Department of Social Services by January 10, 1998 and then the Department will have 60 days after that to start implementation.

Board Members: discuss various issues, comments and concerns regarding: the contradictions that are involved in this Plan and if the State is going to be flexible when it comes to these contradictions; collecting data to show where the contradictions are coming from; if there is going to be a process for input; if Social Services is working closely with Economic Opportunity Commission (EOC); addresses the EOC training grant; the importance of tracking because there will be holes in the program; the program is intended to change the situation of today, to better their clients' positions, not just hold it; addresses the importance of local control.

Ms. Schneider: responds to the Board; stating there are local flexibilities and exemptions regarding the CALWORKS Plan; states the data elements are set up by the Federal Government; addresses the external partnerships and internal committees, problem solving and the way participants are treated.

Mr. Lee Ferrero: states the Private Industry Council endorses this Draft Plan, it's work in-progress; commends Ms. Schneider and the Department; states he supports the resolution.

Mr. Eric Greening: states he is concerned about people who have never been on welfare, who are now employed and who may be displaced based on business decisions; states it may be cheaper to hire a welfare client; questions where the contingency plan is for the next recession.

Ms. Patricia Gomez: United Way, commends Ms. Schneider and her staff; states she feels good about the discussions today regarding the continued participation of the community and the partnerships, however, believes the language in the Plan does not reflect this participation as a policy of the Board.

Matter is fully discussed and thereafter, on motion of Supervisor Ryan, seconded by Supervisor Ovitt and on the following roll call vote:

AYES: Supervisor Ryan, Ovitt, Laurent, Pinard, Chairperson Brackett
NOES: None
ABSENT: None

the Board approves the staff recommendation as outlined in the staff report dated 12/16/97 and RESOLUTION NO. 97-528, resolution authorizing the San Luis Obispo County Social Services Director, in conjunction with the Economic Vitality Corporation, to represent San Luis Obispo County to apply to the California Trade and Commerce Agency for a Grant from the Job Creation Investment Fund, adopted.

A motion by Supervisor Ryan, seconded by Supervisor Ovitt to continue past 5:00 o'clock p.m. fails with Supervisor Laurent casting a dissenting vote.

Supervisor Laurent: states he cannot stay past 5:15 p.m.

Thereafter, on motion of Supervisor Ryan, seconded by Supervisor Ovitt and unanimously carried, the Board agrees to continue the meeting past 5:00 o'clock p.m. to 5:15 o'clock p.m..

cc: Social Services 12/30/97 cla

STATE OF CALIFORNIA)
) ss.
County of San Luis Obispo)

I, JULIE L. RODEWALD, County Clerk and Ex-Officio Clerk of the Board of Supervisors, in and for the County of San Luis Obispo, State of California, do hereby certify the foregoing to be a full, true and correct copy of an order made by the Board of Supervisors, as the same appears spread upon their minute book.

WITNESS

my hand and the seal of the said Board of Supervisors, affixed this 30th day of December, 1997.

JULIE L. RODEWALD

(SEAL)

County Clerk and Ex-Officio Clerk of the Board of Supervisors

By Cheri Carpenter
Deputy Clerk

BE IT FURTHER RESOLVED by the San Luis Obispo County Board of Supervisors that the San Luis Obispo County Social Services Director, or his/her designee, is hereby authorized and empowered to apply, approve, sign and execute in the name of San Luis Obispo County any documents necessary to receive funding through the California Trade and Commerce Agency from the Job Creation Investment Fund. Documents include the application, grant and any future amendments to the grant which may occur with the California Trade and Commerce Agency to operate the job creation project.

BE IT FURTHER RESOLVED that this resolution shall remain in full force and effect until a resolution of the San Luis Obispo County Board of Supervisors is adopted amending or rescinding this resolution.

I, the undersigned, hereby certify that the foregoing Resolution was duly and regularly adopted and passed by the San Luis Obispo County Board of Supervisors in its regular meeting, assembled on December 16, 1997, by the following vote, to wit:

AYES: Supervisor Ryan, Ovitt, Laurent, Pinard, Chairperson Brackett

NOES: None

ABSENT: None

ABSTAINING: None

The foregoing resolution is hereby adopted.

Chairman of the Board of Supervisors
of the County of San Luis Obispo
State of California

ATTEST:

Julie L. Rodewald
County Clerk and Ex-Officio Clerk
of the Board of Supervisors, County
of San Luis Obispo, State of
California
BY: Julie L. Rodewald Deputy Clerk
DSS/BS/bk
(elm\bak\calworks.res)

APPROVED AS TO FORM AND LEGAL EFFECT:
JAMES B. LINDHOLM, JR.
County Counsel

By: Mary C. Trepke
Deputy County Counsel

Dated: December 5, 1997

STATE OF CALIFORNIA, }
County of San Luis Obispo, } ss.

I, Julie L. Rodewald, County Clerk and ex-officio Clerk
of the Board of Supervisors, in and for the County of San Luis Obispo, State of California, do
hereby certify the foregoing to be a full, true and correct copy of an order made by the Board
of Supervisors, as the same appears spread upon their minute book.

WITNESS my hand and the seal of said Board of Supervisors, affixed this 24th
day of December, 1997.

(SEAL)

Julie L. Rodewald
County Clerk and Ex-Officio Clerk of the Board
of Supervisors
By: Cheri Cisneros
Deputy Clerk

9-56

San Luis Obispo County

CalWORKs Plan



December 4, 1997

Department of Social Services

Moving people toward better lives.

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San Luis Obispo County

Department of Social Services

Mission

The Mission of the San Luis Obispo County Department of Social Services is to improve the well-being of people in our Community, through services that promote partnerships, protect children and adults, and focus on personal responsibility, employment and self-reliance.

Values

The employees of the Department of Social Services Value:

- Responsible Fiscal and Program Management
- Ethical and Socially Responsible Behavior
- Individual Strengths and Differences
- Impartial Delivery of Quality Services
- Appreciation and Recognition for Our Work
- Personal Job Satisfaction
- A Positive Work Environment

Goals

- Foster partnerships with the community that coordinate and maximize resources.
- Foster partnerships with participants that empower them to enhance their lives.
- Assure a positive work environment that promotes excellence.
- Ensure that the organizational structure and design meets changing needs.
- Assure responsible fiscal and program management to best achieve the desired outcomes.

***Note: This plan is submitted pursuant to Section 10531 of the Welfare and Institutions Code required by "The Welfare to Work Act of 1997," AB 1542. Italicized sections in this document represent questions or suggestions provided by the State of California. The responses following these sections are San Luis Obispo County's CalWORKs plan.**

San Luis Obispo County CalWORKs

EXECUTIVE SUMMARY

Briefly describe the CalWORKs program of San Luis Obispo County. Include:

- 1) A listing of the major program goals and objectives*
- 2) A brief description of the major program elements which will contribute to those goals and objectives.*

The impetus for this document was the passage of Federal Welfare Reform bill H.R. 3734, formally known as "The Personal Responsibility and Work Opportunity Reconciliation Act of 1996" and the passage of California State Law AB 1542, "The Thompson-Maddy-Ducheny-Ashburn Welfare-to-Work Act of 1997." Local Welfare-to-Work services, as mandated by these bills, shall be provided through the San Luis Obispo County CalWORKs program.

The purpose of this document is to introduce the San Luis Obispo County CalWORKs program and to describe what services the San Luis Obispo County Department of Social Services (DSS) will provide to participants, how those services will be provided and how specified outcomes and performance goals will be met. After implementation this plan may be modified as appropriate. All modifications will be submitted to the State as addendums to this County Plan.

Goals & Objectives of San Luis Obispo County CalWORKs

Previously the primary outcomes of the financial assistance programs of the San Luis Obispo County Department of Social Services have been the timely and accurate determination of eligibility and benefit amounts. With the passage of welfare reform and the fundamental shift of welfare from an income-maintenance entitlement program to a temporary assistance program, the outcomes have changed. Counties will now be judged by their ability to assist participants in finding and keeping jobs, to reduce pregnancies and to keep children in school, among other outcomes.

This change means that DSS employees must promote new ideas and attitudes when dealing with the public and with colleagues. For example, the Department must convey to all parents that they have a responsibility to contribute to the support and well-being of their children. It is also imperative that staff, as well as the public, realize that welfare is not an entitlement and that in the first step toward self-sufficiency, **any job is a good job**. The goals and outcomes of San Luis Obispo County CalWORKs embody this philosophy.

Program Goal

The goal of San Luis Obispo County CalWORKs is to provide comprehensive services to members of our community who need assistance in becoming self-sufficient. These services will be family-focused and based on the needs of each family.

Mandated Goals

San Luis Obispo County is mandated through the federal Temporary Assistance to Needy Families (TANF) legislation to achieve certain goals which include:

- Child poverty will be reduced.
- The dependence of needy parents on government benefits will be reduced by promoting job preparation, work and marriage.
- Out-of-wedlock births will be reduced.
- The formation and maintenance of two parent families will be encouraged.
- Ensure that the implementation of programs promoting these goals does not result in unanticipated outcomes that negatively affect child well-being, the demand for County General Assistance or the number of families affected by domestic violence.

Program Objectives

The role of the San Luis Obispo County Department of Social Services (DSS) is to be a helping and supportive agency for the residents of San Luis Obispo County. As the Department works to achieve both the mandated goals and the program outcomes, it is important that CalWORKs applicants and participants be recognized as individuals with unique paths toward the accomplishment of these outcomes. To demonstrate, the various outcomes of the San Luis Obispo County CalWORKs program follow:

Employment

- The number of CalWORKs participants who work will increase.
- Earnings for San Luis Obispo County CalWORKs participants will increase.
- Earnings for those who have left the San Luis Obispo County CalWORKs program will increase.
- Participants employed in unsubsidized jobs will continue to be self-sufficient.
- The minimum number of hours that San Luis Obispo County CalWORKs participants work or engage in work-related activities will be 20 hours per week in 1998.
- At least 30% of all San Luis Obispo County CalWORKs participants will work in 1998.
- 75% of two-parent families will work in 1998.

Child Well-Being

- Child support payments and collection for the children of San Luis Obispo County CalWORKs participants will increase.
- Entries into foster care will decrease.
- At-risk births will decrease.
- School achievement and attendance will be tracked.
- The number of child abuse reports will decrease.
- Families affected by domestic violence will be tracked.

Supportive Services

- The supply, demand and utilization of supportive services such as child care, transportation, mental health and substance abuse treatment will be tracked.
- The demand for General Assistance will be tracked.

Local Objective

- The number of births to unmarried teenagers in CalWORKs families will decrease.

Critical Program Elements

Collaboration with Public and Private Agencies to Provide Training and Supportive Services (page 13)

In a program as comprehensive as San Luis Obispo County CalWORKs, the formation and enhancement of partnerships is crucial to provide needed services to participants. The San Luis Obispo County Department of Social Services will foster partnerships with participants, other agencies and the community to achieve the goals and outcomes of San Luis Obispo County CalWORKs.

- **Children's Services Network**

The Children's Services Network (CSN) plays a vital role in the delivery of services to children and families in San Luis Obispo County. Membership represents a broad cross-section of public and private agencies. The membership includes the directors of every County department whose mission includes serving children and their families. The Children's Services Network works to ensure the provision of comprehensive and culturally-sensitive services to the children and families in our community by improving the coordination and cooperation of agencies. As community needs are identified, this interaction of agencies allows for a timely, coordinated response. In addition, the CSN identifies gaps and overlaps in participating agencies' service delivery systems and sets priorities for interagency projects. The Department of Social Services is a key member of the Network Council. Elizabeth Schneider, Director of Social Services, presides as the vice-chair of the Network Council and as chair of the CSN Welfare Reform Task Force.

- **San Luis Obispo County Health Agency**

During orientation participants will complete drug and alcohol and mental health screenings that will help to identify potential barriers to employment. When such barriers have been identified, DSS and Health Agency staff will provide collaborative case management to participants needing assistance.

- **San Luis Obispo County District Attorney, Family Support Division**

A representative of the District Attorney Family Support Division will be available in each DSS office a minimum of one day per week. If paternity has not been determined for the

child of a San Luis Obispo County CalWORKs applicant or if an absent parent is not currently meeting his or her child support obligation, a Family Support Officer will conduct an in-depth interview with the applicant. The applicant will be required to provide information regarding the absent parent to assist the Family Support Division in the collection of child support payments from the absent parent. Once an applicant has met with the Family Support Officer, the San Luis Obispo County CalWORKs process continues. Other applicants will have their applications reviewed by Family Support Division staff to determine if a personal interview is needed.

- **Housing Authority of the City of San Luis Obispo**

A participant living in qualified Section 8 housing may be eligible to participate in the Housing Authority's Family Self-Sufficiency program. Whenever possible, through a partnership with DSS, activities in the Family Self-Sufficiency program will be designated to meet mandated work-activities.

- **Economic Opportunity Commission**

Through the Economic Opportunity Commission (EOC), a participant can receive training as a child-care provider, a referral to child-care, and health care at an EOC clinic. In addition, the children of participants may take part in EOC's Headstart program for pre-school age children or in EOC's teen-pregnancy prevention program which works to reduce the number of teen pregnancies in San Luis Obispo County.

- **Private Industry Council and the Employment Development Department**

During 1997, staff from the Private Industry Council (PIC), the State Employment Development Department (EDD), DSS and Cuesta College have been planning for the creation and implementation of two One-Stop Career Centers, one in San Luis Obispo and one on Cuesta College's Paso Robles Campus. Each center will allow participants and other community members to access a wide range of employment-related services in a single location. In the future, the One-Stop Career Centers may be electronically linked to sites throughout the County.

- **University of California, Davis**

In order to assist DSS staff and management with the transitions inherent in implementing the new San Luis Obispo County CalWORKs service delivery system, the Department contracts with U.C. Davis to provide a series of trainings designed to explore such topics as collaboration, innovation, supervision and motivation.

- **Cuesta College**

DSS is working closely with Cuesta Community College in several areas. The college is working to implement a streamlined curriculum which would benefit CalWORKs participants in training for child care.

Currently Cuesta College operates a Learning Center in Northern San Luis Obispo County

which has Adult Basic Education, General Education, and English-as-a-Second-Language classes. Cuesta will be developing an integrated employment component for these classes.

In addition staff from Cuesta College, the Private Industry Council (PIC), the Employment Development Department (EDD) and DSS have been planning for the creation and implementation of One-Stop Career Centers which will allow participants and other community members to access a wide range of employment-related services in a single location.

Partnerships with the Private Sector to Identify Jobs (page 16)

The San Luis Obispo County Department of Social Services, within the Children's Services Network, organized a Welfare Reform Task Force which includes an Employment Committee. Through this committee, the agency has a direct connection with private sector employers in formulating a prospective job base for CalWORKs participants.

Local Labor Market Needs (page 18)

The Private Industry Council, the University of California at Santa Barbara, the Central Coast Regional Technology Alliance, San Luis Obispo County, local cities and Chambers of Commerce, the Economic Vitality Corporation and local nonprofits each cooperate in different surveys that determine local labor market needs.

Welfare-to-Work Activities (page 20)

Diversion

A participant may choose diversion which would provide one-time services or assistance instead of on-going CalWORKs cash assistance. If the participant chooses the diversion program, is approved by DSS staff and does not go on CalWORKs during the diversion period, the one time assistance will not count toward their CalWORKs time limits. If the CalWORKs family applies for and is eligible to CalWORKs during the diversion period, the individual may choose to have the 60 month time limit reduced by the number of appropriate months or have the diversion payment recouped from the grant.

San Luis Obispo County is developing details for the diversion portion of the San Luis Obispo County CalWORKs program. Details under discussion include the scope and duration of services that will be provided along with criteria for eligibility for diversion. Further information will be included in an addendum to this plan at a later date.

Employment Services

If a participant chooses Employment Services under San Luis Obispo County CalWORKs, he or she will be assigned to a Job Search workshop. The participant will be assisted with child care, transportation and other services as needed. The participant will be intensively involved in the Job Search Workshop which includes learning how to write a resume, fill out an application, conduct a face-to-face interview and retain a job, plus self-esteem and motivational activities. Following the

Job Search activities, the participant will work in the Network Center researching and calling local businesses, applying for jobs and performing other work-related activities.

Assessment/Welfare-to-Work Plan

If a participant does not secure employment during the Job Search and Network Center components of the program, he or she will meet with an assessment specialist. Following the in-depth assessment, the Welfare-to-Work plan will be developed. The assessment will cover employment skills and aptitude and identification of possible barriers to employment including any deficit in education, skills or training, substance abuse or other problems. The Welfare-to-Work plan will specify services to be provided by DSS and other community agencies as needed. The plan will also include the responsibilities and actions expected from the participant.

Work Activities/Community Service

Allowable work activities to be included in the Welfare-to-Work plan are unsubsidized employment, subsidized public or private sector employment, public or private sector work experience, on-the-job training, job search and job readiness assistance, vocational education or training, job skills training directly related to employment, education directly related to employment, GED education for those who have not completed secondary school, supported work or transitional employment, work-study programs, community service, adult basic education or English-as-a-second-language, participation in mental health, substance abuse, or domestic violence treatment programs, self-employment, or other activities as determined necessary to assist participants in obtaining unsubsidized employment.

A participant may be involved in one or several of the above activities, in sequence or concurrently, for 18 months, with possible extension to 24 months on a case-by-case basis. If still unemployed at the end of the plan activities, the participant must be re-assessed and community service activities must be provided for the remainder of the 60 months of CalWORKs eligibility. A Welfare-to-Work plan may be modified at any point as the needs of the participant or available services change.

Substance Abuse and Mental Health Treatment Services (page 22)

Barriers to employment will be identified through assessments given during the initial San Luis Obispo County CalWORKs program orientation, after an unsuccessful job search, or at reappraisal. The San Luis Obispo County Department of Social Services and the Health Agency will utilize a collaborative case management approach to assist participants in overcoming barriers to employment. Substance abuse and mental health treatment services will be developed collaboratively and will be designed to assist CalWORKs participants in gaining self-sufficiency.

Mental Health Services Available After Time Limits (page 26)

If a participant exceeds the CalWORKs time limits, the County Mental Health Department may continue to provide treatment services based on their eligibility criteria.

Child Care and Transportation Services (page 27)

The Department of Social Services currently operates five offices throughout the county. No matter which DSS office a participant first enters, he or she will be able to access a child-care information

and referral specialist who can match the participant's specific needs for child care to providers with openings. The specialist will also assist participants in developing a comprehensive child care plan that is consistent with their welfare-to-work plan.

In addition to child care, participants will find that care managers in each office will assist with regional transportation needs including route design, car pool matching and fare assistance. Route-matching allows a transportation specialist to match travel patterns from home, child-care and work to existing routes and methods of transportation in order to create an effective travel system for the participant. The development of the route-matching system will occur in partnership with California Polytechnic State University, San Luis Obispo utilizing a Caltrans New Technology Program grant awarded to the University.

Community Service Plan (page 30)

DSS intends to provide community service activities for participants who are unable to obtain employment after 18 months of employment services. It is the Department's intention to provide the specific details of the Community Services Plan as an addendum to this County Plan. This addendum will include project development, case management services and fiscal administration.

Working with Victims of Domestic Violence (page 31)

Training for staff working with CalWORKs participants who have experienced domestic violence will be provided in collaboration with the San Luis Obispo County Victim/Witness section of the District Attorney Office and the local Women's Shelter Programs. A training module, "Working With Participants Who Have Experienced Domestic Violence," will be added to the Department of Social Services' curriculum for new employees. After the initial training for current staff additional training will be provided.

Because existing protocols for determining good cause to waive program requirements for participants who have experienced domestic violence do not address the specific and sometimes conflicting needs of CalWORKs participants, DSS is currently developing San Luis Obispo County CalWORKs protocols which will be submitted in an addendum to this plan. Until these protocols are developed, the criteria in GAIN Good Cause (EAS 47-782.1(o)) will be used.

Performance Outcomes to Meet Locally Established Objectives (page 32)

During the San Luis Obispo County CalWORKs plan development process a local program outcome was identified: The number of births for unmarried teenagers in San Luis Obispo County CalWORKs families will decrease. This outcome will be tracked through the monitoring of DSS reports which indicate the number of teen parents in San Luis Obispo County CalWORKs families.

Public Input to the County Plan (page 33)

Applicants, participants and other community members have had the opportunity to participate in the development of the CalWORKs plan through several regional public forums held in April and October 1997, the Welfare Reform Task Force of the Children's Services Network, a welfare reform public information telephone number and the DSS Welfare Reform web page.

Sources and Expenditures of Funds (page 34)

Fiscal Responsibility is one of the values of the San Luis Obispo County Department of Social Services and an integral component in the management of sources and expenditures of public funds. As program funding shifts from an entitlement system to a block grant, it is the responsibility of managers to avoid any potential financial sanctions and to enhance potential incentive payments. Because San Luis Obispo County CalWORKs is an ongoing investment in the community, responsible fiscal and program management will best meet the needs of all San Luis Obispo County CalWORKs applicants and participants. Fiscal responsibility will permit the Department to offer such services as diversion, child care and transportation. The reinvestment of any savings in the program will allow the Department to provide more intensive services to those participants who have greater barriers to employment.

Assisting Families Transitioning Off Aid (page 35)

As a participant transitions from welfare-to-work, self-sufficiency will be supported by transitional services. Once a participant is no longer receiving cash assistance, he or she may become eligible for transitional services including Medi-Cal benefits, child care, transportation and job retention services for up to one year and child care services for up to two years.

Job Creation (page 36)

San Luis Obispo County is requesting a resolution from the Board of Supervisors indicating interest in applying for funding from the Job Creation Investment Fund in order to expedite local job creation for San Luis Obispo County CalWORKs participants.

Other Elements (page 37)

DSS has developed several local pilot projects including the joint case management of Medi-Cal & Non-Assistance Food Stamp caseloads, the Healthy Start Multi-Disciplinary Team project and the Child Protective Services/CalWORKs pilot. The Department does not intend to apply for any of the pilot projects described in the CalWORKs legislation at this time.

Compliance with the Requirements of CalWORKs (page 39)

The San Luis Obispo County CalWORKs plan has been developed in accordance with the applicable federal, state and county laws and regulations. The terms of this plan, including all applicable laws, regulations, conditions, and certifications, will be adhered to during the implementation and execution of this plan, subject to plan amendments.

Interaction with American Indian Tribes (page 40)

No American Indian tribes have been identified within the County of San Luis Obispo.